

**Performance Measures  
Fourth Judicial District**

**Scheduling Unit  
(Interpreters, Court Reporters, Judicial)**





## Background Information on the Scheduling Unit of the Court

The scheduling unit of the Court is responsible for scheduling judicial officers to calendars, language interpreters to the appropriate courtrooms when needed, and court reporter coverage when regular employees are sick or unavailable for work. This unit's job is to ensure that Court calendars have the resources they need to run efficiently.

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**Customer—** *Provide fair & equal treatment, access to justice*

◆ **Are stakeholders satisfied with interpreter services?**

Future measure. Survey has been developed by Research Division; data not collected yet.

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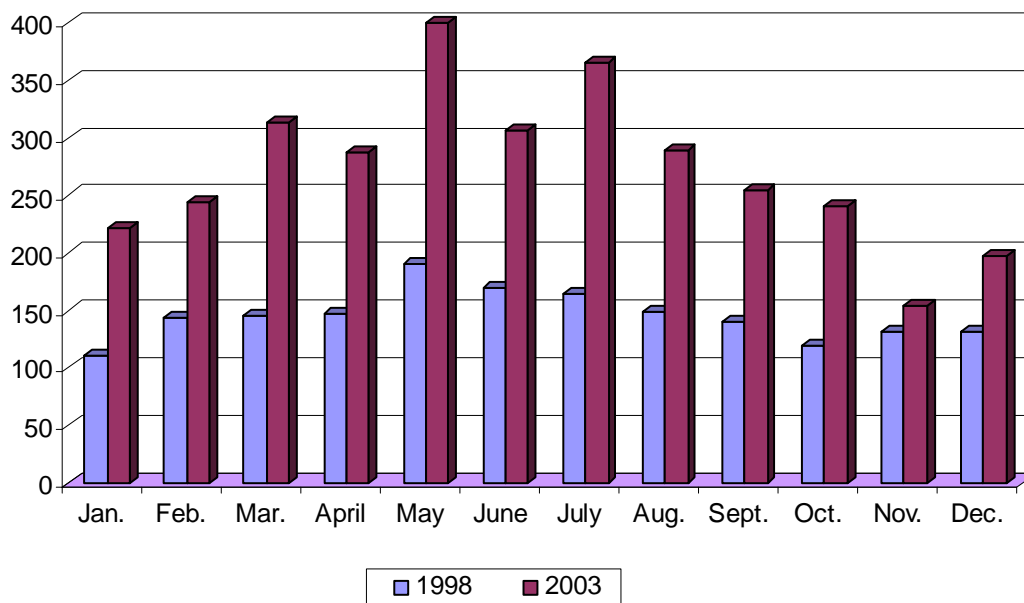
## Performance Measures Fourth Judicial District

### Process - Fair & timely case processing, Effective & efficient case processing

#### ◆ How often are we able to meet requests for court reporters?

The scheduling unit has met the need for court reporters 100% of the time in 2004. The difficulty of that task is increasing. See charts below

**Court Reporter Coverage Requests**



The requests for court reporter coverage (when the full time employee hired as a court reporter is unavailable due to illness or injury) has increased significantly since 1998. There are less new court reporters coming out of accredited schools to fill in and replace those that retire.

Year	Workers Compensation		Personal Medical	
	Hours	Days	Hours	Days
1999	136.0	17.0	0.0	0.0
2000	2,036.0	254.5	2,012.0	251.5
2001	1,840.0	230.0	2,344.0	293.0
2002	Na	Na	Na	Na
2003	948.5	118.6	1,871.0	233.8

Na=Not available

Summary of  
lost time by  
court reporters  
over the last  
five years.

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### **Process** - Fair & timely case processing, Effective & efficient case processing

- ◆ Are interpreters being used in an effective manner?
- ◆ The number of hearings per case that interpreters are being used.
- ◆ Requests for interpreters by language/ and division.
- ◆ The number of jury trials that utilize interpreters.
- ◆ Is the pool of electronic equipment operators sufficient to meet the needs of the court?
- ◆ Is there an effective and efficient retrieval process for court records?

Future Measures.

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